

**COMMUNICATIONS TRAINING OFFICER
PROGRAM**

**DISPATCHER
CRITICAL TASK BOOK**

1997



**THE COMMISSION
ON PEACE OFFICER STANDARDS AND TRAINING**

STATE OF CALIFORNIA

CALIFORNIA COMMISSION ON PEACE OFFICER STANDARDS AND TRAINING

COMMUNICATIONS TRAINING OFFICER PROGRAM

DISPATCHER
CRITICAL TASK BOOK
1997

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FOREWORD

This Critical Task Book contains a set of sign-off sheets and trainer prompt sheets. These sheets are designed to assist the trainer in developing a standardized training plan and document the job tasks presented to the trainee. Trainers explain, demonstrate, and perform specific job tasks. As each critical task is performed by the trainee in a competent manner, the date is documented on the sign-off sheet. When the sheets are completed, the trainer and trainee must date and sign the completed sheet. This provides a time for the trainer and trainee to review the job tasks. The trainees must understand that once they sign off the page, they are responsible for maintaining competency in those performance areas. At the end of training, the completed sign-off sheets become part of the trainee's training file.

The Critical Task Sign-off sheets are designed to:

- Reduce the liability of negligent training. Documentation of competency in the tasks provides a record of the training.
- Ensure consistency in training. A standardized list of tasks ensures that each trainee receives the same information even if they have several different trainers.
- Provide for reinforcement of training through explanation, demonstration and performance of the tasks. The final sign-off of each sheet provides an additional opportunity for the trainee to address any areas with which they are uncomfortable.

The Critical Task Trainer Prompt Sheets are designed to help the trainer with ideas about what material might be covered under specific items listed on the sign-off sheets.

Each Critical Task Sign-off sheet identifies specific job tasks. The sign-off sheet may be customized to the individual agency by adding or deleting tasks.

Each agency should determine the order of the training to be delivered and the job tasks to be covered. Job tasks may be taught in any sequence while adhering to basic teaching principles of known to unknown and simple to complex. Although most agencies start with call-taking and progress to radio, it is an agency specific decision.

The Critical Task Sign-off sheets are designed to be used in conjunction with the evaluations. While the sign-off sheets document the tasks covered, the evaluations document the trainee's performed to each specific task. Both are to be used in conjunction with the CTO Guide.

For purposes of the Critical Task Book, the Critical Task Sign-off sheets are divided into call-taking and radio procedures. Many agencies incorporate an evaluation-only phase when the trainee performs independently and the CTO's only role is evaluation. There are no sign-off sheets for the evaluation phases.

Appendix A is a copy of the Standardized Performance Guidelines. These Guidelines are included to inform the trainee of the standards by which he or she will be evaluated during training. These guidelines should be used by the trainer when writing an evaluation.


KENNETH J. O'BRIEN
Executive Director

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ADMINISTRATIVE ORIENTATION

Training Material Reviewed	Explained	Demonstrated	Performed	Competent
1. Facility Tour				
2. Employee Orientation				
3. Organization Chain of Command				
4. Agency Policies, General Orders				
5. Standards of Performance/Conduct				
6. General Work Rules				
7. Training Program Overview				
8. Work Hazards				
a. Facility Emergency Plan				
b. Building Evacuation Plan				
9. Ergonomics				

The above training material was reviewed with me and I acknowledge receipt of the training.

TRAINEE _____ DATE _____

TRAINER(S) _____ DATE _____

_____ DATE _____

AGENCY FORMS

Training Material Reviewed	Explained	Demonstrated	Performed	Competent
1. Time Sheet/Card				
2. Overtime Form				
3. Sick Leave Form				
4. Intra-Departmental Memo				
5. Extra Patrol Request Form				
6. Vacation Check				
7. Daily Activity Log				
8. Telephone Trace Request Form				
9. Dispatch Card				
10. Property/Evidence Form				
11. Tow/Ambulance/Taxi Rotation Log				
12. 9-1-1 Misroutes				
13. Chief Special Agent				
14. Time Off Requests				

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TRAINEE _____ DATE _____

TRAINER(S) _____ DATE _____

_____ DATE _____

AGENCY FORMS CONT.[illegible]

The above training material was reviewed with me and I acknowledge receipt of the training.

TRAINEE _____ DATE _____

TRAINER(S) _____ DATE _____

_____, DATE _____

EQUIPMENT

Training Material Reviewed	Explained	Demonstrated	Performed	Competent
1. Telephone				
2. 9-1-1 Emergency Call Equipment				
3. 9-1-1 Printer				
4. Headset/Handset				
5. Call Check Recorder				
6. Alarm Board				
7. 24 Hour Recorder				
8. Time Clock/Time Stamp				
9. Typewriter				
10. Call Waiting Indicator				
11. TDD Equipment				
12. Alternate PSAP				

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TRAINEE _____ DATE _____

TRAINER(S) _____ DATE _____

_____ DATE _____

EQUIPMENT

(Prompts for Trainers)

Telephone

- Adjusting volume
- Hold - allows the placement of caller on hold
- Business lines
- Direct lines
- 9-1-1/emergency lines
- 9-1-1 cellular calls

9-1-1 Emergency Call Equipment

- ANI/ALI (automated number/location indicator) display
- Alternate PSAP

Handset/Headset

- Use of headset (plugging in)
- Placement of handsets and purpose

CAD EQUIPMENT

Training Material Reviewed	Explained	Demonstrated	Performed	Competent
1. CAD System				
a. Overview				
2. Equipment				
a. Keyboard				
b. Screen				
c. CAD Printer				
3. Interface With MDT				
4. Interface With RMS				
5. Interface With 9-1-1 Equipment				
6. CLETS				
a. Basic Formats Used				
b. Access				
c. Input				
d. Retrieve Information				
e. Function Keys				

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TRAINEE _____ DATE _____

TRAINER(S) _____ DATE _____

_____ DATE _____

CAD EQUIPMENT CONT.

Training Material Reviewed	Explained	Demonstrated	Performed	Competent
7. NCIC				
a. Basic Formats Used				
b. Access				
c. Input				
d. Retrieve Information				
8. CLETS Printer				
9. Other Support Systems				

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TRAINEE _____ DATE _____

TRAINER(S) _____ DATE _____

_____ DATE _____

CAD KEYBOARD FUNCTIONS

Training Material Reviewed	Explained	Demonstrated	Performed	Competent
1. Incident Format				
2. ANI/ALI Insertion				
3. Cursor Movement				
4. Save/Unsave Key				
5. Next Message Key				
6. Print Key				
7. Tab/Tab Back				
8. Page Up/Down				
9. Delete/Insert				
10. Color/Control Letter Size				
11. Special Function Keys				

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TRAINEE _____ DATE _____

TRAINER(S) _____ DATE _____

_____ DATE _____

CAD INCIDENT FORMAT

Training Material Reviewed	Explained	Demonstrated	Performed	Competent
1. Incident Location				
2. Type of Incident				
3. Action Code				
4. Priority				
5. Location Information				
6. License Plate Number				
7. Reporting Party Name				
8. RP Address				
9. RP Phone Number				
10. Text				
11. Incident Number				
12. Recommended Response Pattern				

The above training material was reviewed with me and I acknowledge receipt of the training.

TRAINEE _____ DATE _____

TRAINER(S) _____ DATE _____

_____ DATE _____

CAD INCIDENT FORMAT CONT.

Training Material Reviewed	Explained	Demonstrated	Performed	Competent
13. Disposition				
14. Reporting District				
15. Time				
16. Date				
17. Notifications				
18. Fire				
19. Other Agencies				

The above training material was reviewed with me and I acknowledge receipt of the training.

TRAINEE _____ DATE _____

TRAINER(S) _____ DATE _____

_____ DATE _____

TDD OPERATION

(Telecommunication Device for the Deaf)

Training Material Reviewed	Explained	Demonstrated	Performed	Competent
1. Handset Placement				
2. Keyboard				
3. Recognizing a Call				
a. TDD Tones				
b. Silent Calls				
4. Common Terminology				
5. Printout Explanation				
6. Calls from Pay phones				

The above training material was reviewed with me and I acknowledge receipt of the training.

TRAINEE _____ DATE _____

TRAINER(S) _____ DATE _____

_____ DATE _____

TDD OPERATION

(Telecommunications Device for the Deaf)

(Prompts for Trainers)

Recognizing The Call

- Listen to "tweedle" tape

Common Terminology

- Review TDD abbreviations and commands

Printout Explanation

- Check for incomplete calls

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_____ DATE _____

RELATED AGENCIES

Training Material Reviewed	Explained	Demonstrated	Performed	Competent
1. California Highway Patrol (CHP)				
2. Department of Motor Vehicles (DMV)				
3. California Department of Justice (DOJ)				
4. Federal Bureau of Investigation (FBI)				
5. Military Police				
6. Marshal's Office				
7. City/County Communications				
8. County Sheriff's Department				
9. Coroner and ID Service				
10. Immigration Service/Border Patrol				
11. Other Communications Centers				

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TRAINEE _____ DATE _____

TRAINER(S) _____ DATE _____

_____ DATE _____

RELATED AGENCIES CONT.

Training Material Reviewed	Explained	Demonstrated	Performed	Competent
12. Fire Agency				
13. Department of Mental Health				
14. County Probation Department				
15. Child Protective Services				
16. Adult Protective Services				
17. Tow Companies				
18. Hospitals				
19. Railroad/Airport				
20. Grand Jury				
21. National Crime Information Center (NCIC)				
22. Bureau of Alcohol, Tobacco and Firearms (ATF)				

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TRAINER(S) _____ DATE _____

_____ DATE _____

GEOGRAPHY

Training Material Reviewed	Explained	Demonstrated	Performed	Competent
1. Map Reading				
2. Commercial Maps				
3. Beat Maps				
4. Landmarks				
a. Schools				
b. Parks				
c. Shopping Malls				
d. Major Roadways				
e. Freeways				
f. Street Numbering System				
g. Mass Transit Centers				
h. Beaches				
i. Institutions (e.g., hospitals & prisons)				
j. Industrial/Commercial Areas				
5. How to Give Directions				

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TRAINEE _____ DATE _____

TRAINER(S) _____ DATE _____

_____ DATE _____

TELEPHONE SKILLS

Training Material Reviewed	Explained	Demonstrated	Performed	Competent
1. Answering				
2. Appropriate Greeting/Identification				
3. Address/Telephone Confirmation				
4. Active Listening				
5. Questioning				
6. Correct Prioritization				
7. Categorizing Calls				
8. Accurate Recording of Information				
9. Timely Routing of Information				
10. Appropriate Routing of Information to Correct Agency				
11. Accurate/Appropriate Information Given to the Caller				
12. Calls Involving Weapons				
13. Appropriate Telephone Transfers				
14. Reasonable Alternatives to Caller				

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TRAINEE _____ DATE _____

TRAINER(S) _____ DATE _____

_____ DATE _____

TELEPHONE SKILLS CONT.

Training Material Reviewed	Explained	Demonstrated	Performed	Competent
15. Appropriate Termination of Call				
16. Proper Determination of Injury				
17. Accurate/Complete Descriptions				
18. Assertive Control of Conversation				
19. EMD Instructions				
20. Field Safety Issues and Questions				

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TRAINEE _____ DATE _____

TRAINER(S) _____ DATE _____

_____ DATE _____

TELEPHONE SKILLS

(Prompts for Trainers)

Questioning

- Who, what, when, where, weapons

Accurate/appropriate information given to the caller

- Medical advice
- Weapons in possession
- Dispatcher obligation to give their name/ID upon request

Pre-Arrival Instructions

- Instructions for medical self-help
- Where applicable

9-1-1

Training Material Reviewed	Explained	Demonstrated	Performed	Competent
1. 9-1-1 Terminology				
2. State Requirements				
3. Agency Protocols				
4. Answering The 9-1-1 Call				
5. 9-1-1 Equipment				
a. 9-1-1 Printer				
6. ANI/ALI				
7. 9-1-1 System Transfers				
8. 9-1-1 System Failure				
9. Alternate PSAP				
10. 9-1-1 Mis-routes				
11. 9-1-1 Cellular Calls				
12. Abandoned/Hang-up Calls				
13. Address, Telephone Number Verification				

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TRAINEE _____ DATE _____

TRAINER(S) _____ DATE _____

_____ DATE _____

PUBLIC RELATIONS

Training Material Reviewed	Explained	Demonstrated	Performed	Competent
1. Confidentiality (media, other agencies, citizens, etc.)				
2. No Specific ETA				
3. Do Not Give Advice				
4. Not a Counselor				
5. Citizen Requesting Contact/No Contact				
6. Citizens Demanding Contact				
7. Avoid Commitments				
8. Providing Good Customer Service				
9. False Promises				
10. Agency Community Relations Programs				

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TRAINEE _____ DATE _____

TRAINER(S) _____ DATE _____

_____ DATE _____

COMMON REFERRALS

Training Material Reviewed	Explained	Demonstrated	Performed	Competent
1. Vehicle Inquiries (e.g., 10851, tows, impounds)				
2. Inter-Department Referrals				
a. Warrants				
b. Records				
c. Bookings (in-custody status)				
d. Code Enforcement				
e. Narcotics Unit				
f. Internal Affairs				
g. Patrol Watch Commander				
h. Investigation				
3. Non-Police Referrals				
4. Agencies/Hotlines				
5. Schools				

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_____ DATE _____

COMMON REFERRALS

(Prompts for Trainers)

Agencies/Hotlines

- Mental health units
- Child/adult protective services
- Suicide
- Runaways/missing persons/lost adults
- Substance abuse
- Domestic abuse/women's shelters
- Poison control centers
- Health department
- Center for disease control
- AIDS
- Victim assistance
- Temporary shelters
- Rape hotline
- Elderly care/abuse

Non-Police Related Referrals

- Businesses/corporations
- Universities/schools
- Public utilities
- Transportation services
- Local city/county agencies & departments
- Humane society
- Red Cross/Salvation Army
- Youth/adult organizations
- Amateur radio

CALLS FOR SERVICE

Training Material Reviewed	Explained	Demonstrated	Performed	Competent
1. Drowning				
2. Alarm				
3. Audible Alarm				
4. Open Door				
5. Open Window				
6. Open Gate (Airport Operations)				
7. Sick Person				
8. Person Down				
9. Possible Dead Body				
10. Coroner's Case				
11. Suicide				
12. Attempted Suicide				
13. Firearms Discharge				
14. Garbage Complaint				
15. Vandalism/Malicious Mischief				
16. Meet the Citizen				

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TRAINER(S) _____ DATE _____

_____ DATE _____

CALLS FOR SERVICE CONT.

Training Material Reviewed	Explained	Demonstrated	Performed	Competent
17. Missing Person				
18. Found Missing Person				
19. Missing Juvenile/Runaway				
20. Missing At Risk				
21. Prowler				
22. Suspicious Person				
23. Suspicious Package				
24. Suspicious Person W/Weapon				
25. Person Calling For Help				
26. Person Shot				
27. Person Stabbed				
28. Explosion				
29. Prowler				
30. Abandoned 9-1-1 Calls				
31.				
32. Car Jacking				

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TRAINER(S) _____ DATE _____

_____ DATE _____

CALLS FOR SERVICE CONT.

Training Material Reviewed	Explained	Demonstrated	Performed	Competent
33. Meet Another Officer				
34. Animal Complaints				
35. Abandoned Vehicle				
36. Traffic Hazard				
37. Abandoned/Found Bicycle				
38. 10751 V.C. - Altered VIN				
39. 10851 V.C. - Stolen Vehicle				
40. Recovered Vehicle Report				
41. 10852 V.C.				
42. 11300 H & S				
43. 11350 H & S				
44. 11357 H & S				
45. 11550 H & S				
46. Suspicious Vehicle				
47. Non Injury Collision				
48. Injury Collision				

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_____ DATE _____

CALLS FOR SERVICE CONT.

Training Material Reviewed	Explained	Demonstrated	Performed	Competent
49. Collision - No Detail				
50. Property Damage Collision				
51. 20002 V.C.				
52. 20001 V.C.				
53. Traffic Control				
54. 12500 V.C.				
55. 14601 V.C.				
56. 12025 P.C.				
57. 187 P.C.				
58. 148 P.C.				
59. 207 P.C.				
60. 211 P.C. (Armed, Strong Armed, Residential)				
61. 220 P.C.				
62. 22350 V.C.				
63. 22500 V.C.				

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_____ DATE _____

CALLS FOR SERVICE CONT.

Training Material Reviewed	Explained	Demonstrated	Performed	Competent
64. 22507 V.C.				
65. 23103 V.C.				
66. 23109 V.C.				
67. 23110 V.C.				
68. 23152 V.C.				
69. 240 P.C.				
70. 241 P.C.				
71. 242 P.C.				
72. 243 P.C.				
73. 245 P.C.				
74. 246 P.C.				
75. 261 P.C.				
76. 273 P.C.				
77. 273.5 P.C.				
78. 273a P.C.				
79. 273d P.C.				

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TRAINER(S) _____ DATE _____

_____ DATE _____

CALLS FOR SERVICE CONT.

Training Material Reviewed	Explained	Demonstrated	Performed	Competent
80. 277 P.C.				
81. 288 P.C.				
82. 300 W.I.C.				
83. 3056 P.C.				
84. 314 P.C.				
85. 4000A V.C.				
86. 415 (Fight, Family, Fireworks, Gang, Juvenile, Music, Weapon)				
87. 415 UNK				
88. 417 P.C.				
89. 422 P.C.				
90. 422.75 P.C.				
91. 451 P.C.				
92. 4532 P.C.				
93. 459 P.C.				

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TRAINEE _____ DATE _____

TRAINER(S) _____ DATE _____

_____ DATE _____

CALLS FOR SERVICE CONT.

Training Material Reviewed	Explained	Demonstrated	Performed	Competent
94. 470 P.C.				
95. 476A P.C.				
96. 484 P.C.				
97. 487 P.C.				
98. 488 P.C.				
99. 496 P.C.				
100. 499B P.C.				
102. 5150 W.I.C.				
103. 518 P.C.				
104. 537 P.C.				
105. 594 P.C.				
106. 597 P.C.				
107. 601 W.I.C.				
108. Truant				
109. 602 P.C.				
110. 602 W.I.C./ 603 W.I.C.				

The above training material was reviewed with me and I acknowledge receipt of the training.

TRAINEE _____ DATE _____

TRAINER(S) _____ DATE _____

_____ DATE _____

CALLS FOR SERVICE CONT.

Training Material Reviewed	Explained	Demonstrated	Performed	Competent
111. 647, A, B, F (P.C.)				
112. 653M P.C.				
113. 666 P.C.				
114. Warrant - Felony				
115. Warrant - Misdemeanor				
116. Welfare Check				
117. Assist Outside Agency				
118. Attempt to Contact				
119. Attempt to Locate				
120. Bomb Threat				
122. Aircraft Accident				
123. Barricaded Subject				
124. HAZMAT				
125. Natural Disaster				
126. Civil				

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TRAINEE _____ DATE _____

TRAINER(S) _____ DATE _____

_____ DATE _____

FIRE CALLS

Training Material Reviewed	Explained	Demonstrated	Performed	Competent
1. Rescue				
2. HAZMAT				
3. Vehicle Into Structure				
4. Fire: Structure, Wildland, Vehicle				
5. Odor Investigation (Gas/Propane)				
6. Spill				
7. Smoke Investigation				
8. Flood				
9. Aircraft				
10. Explosions				
11. Medical				
12. Public Assist				
13. Wires Down				

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TRAINEE _____ DATE _____

TRAINER(S) _____ DATE _____

_____ DATE _____

LOCAL GOVERNMENT CALLS

Training Material Reviewed	Explained	Demonstrated	Performed	Competent
1. Tree Down				
2. Animal Calls				
3. Water Calls				
4. Road Closure/Hazard				
5. Storm Drains/Sewers				
6. Signal Light/Street Light				
7. Parks & Recreation				

The above training material was reviewed with me and I acknowledge receipt of the training.

TRAINEE _____ DATE _____

TRAINER(S) _____ DATE _____

_____ DATE _____

MUTUAL AID

Training Material Reviewed	Explained	Demonstrated	Performed	Competent
1. City/County Law Enforcement Mutual Aid Response Plan				
2. How Law Enforcement Activated				
3. Mutual Aid Agencies				
4. Requesting Non-Mutual Aid Assistance from Adjoining Jurisdictions				
5. Notifications				

The above training material was reviewed with me and I acknowledge receipt of the training.

TRAINEE _____ DATE _____

TRAINER(S) _____ DATE _____

_____ DATE _____

TRANSFERRING CALLS

Training Material Reviewed	Explained	Demonstrated	Performed	Competent
1. To Telephone Report Location				
2. To Fire				
3. From City/County Extensions				
4. Internal Transfers				
5. To Translator				
6. To Other Agencies				
7. To EMS				
8. 9-1-1 Transfer Policy				

The above training material was reviewed with me and I acknowledge receipt of the training.

TRAINEE _____ DATE _____

TRAINER(S) _____ DATE _____

_____ DATE _____

DIFFICULT CALLS

Training Material Reviewed	Explained	Demonstrated	Performed	Competent
1. Control of Conversation				
2. Rude/Angry Callers				
3. 5150 Callers				
4. Hysterical				
5. Limited/Non-English Speakers				
6. Young Callers				
7. Elderly Callers				
8. Under Influence of Drugs/Alcohol				
9. Suicidal				
10. Speech Impaired				
11. Suspects				
12. Callers With Weapons				
13. Evasive Callers				
14. Hearing Impaired				
15. Complaints Against Officers/Dispatchers				

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TRAINEE _____ DATE _____

TRAINER(S) _____ DATE _____

_____ DATE _____

NON-DISPATCHED INCIDENTS

Training Material Reviewed	Explained	Demonstrated	Performed	Competent
1. Hours of Operation				
2. Types of Calls Handled				
3. Walk-ins, Phone, Mailed Reports, Faxed				
4. Advice				
5. Referrals				

The above training material was reviewed with me and I acknowledge receipt of the training.

TRAINEE _____ DATE _____

TRAINER(S) _____ DATE _____

_____ DATE _____

DATABASE SYSTEMS

Training Material Reviewed	Explained	Demonstrated	Performed	Competent
1. Security of Information				
2. CLETS/CJIS/DMV Systems				
a. Domestic Violence/Restraining Order File				
b. Supervised Release File				
c. Driver's License System				
d. Vehicle Registration				
e. Criminal History System				
f. Automated Property System				
g. Automated Firearms System				
h. Wanted Persons System				
I. Stolen Vehicle/Boat System				
j. Mental Health Firearm Prohibition System				
k. Juvenile Index Information				
l. Automatic Latent Fingerprint System (ALPS)				
m. Missing/Unidentified Person System				
n. Driver/Occupational Licensing				

The above training material was reviewed with me and I acknowledge receipt of the training.

TRAINEE _____ DATE _____

TRAINER(S) _____ DATE _____

_____ DATE _____

DATABASE SYSTEMS CONT.

Training Material Reviewed	Explained	Demonstrated	Performed	Competent
o. Parking Citation				
3. FBI/NCIC Information & Files				
a. Vehicle/Boat Files				
b. Missing/Unidentified Person Files				
c. License Plate File				
d. Law Enforcement Agencies ORI				
e. Gun/Property Files				
f. Wanted Person Files				
4. NLETS Files				
5. LEDS Files (Oregon)				
6. Violent Offender File				
7. Other Related Data Base Files				

The above training material was reviewed with me and I acknowledge receipt of the training.

TRAINEE _____ DATE _____

TRAINER(S) _____ DATE _____

_____ DATE _____

DATABASE SYSTEMS

(Prompts for Trainers)

Security of Information

- Access, input, retrieve information and/or send messages
- Terminal Security
- Agency policy
- Security
- User responsibility
- Liability

CAD INCIDENT MODIFICATIONS

Training Material Reviewed	Explained	Demonstrated	Performed	Competent
1. Duplicate Incidents				
2. Canceling Incidents				
3. Re-opening Incidents				
4. Supplementing				
5. Miscellaneous Commands				
6. Changing/Modifying Incidents				

The above training material was reviewed with me and I acknowledge receipt of the training.

TRAINEE _____ DATE _____

TRAINER(S) _____ DATE _____

_____ DATE _____

CAD OFF-LINE MODE

Training Material Reviewed	Explained	Demonstrated	Performed	Competent
1. Logging Active Calls				
2. Determining Beat/Cross Streets				
3. Assignment of Event Numbers				
4. Supplementing				
5. Backup Commands				
6. System Updating/Catch-Up Mode				
7. Prioritizing Calls				

The above training material was reviewed with me and I acknowledge receipt of the training.

TRAINEE _____ DATE _____

TRAINER(S) _____ DATE _____

_____ DATE _____

EQUIPMENT/SYSTEM FAILURES

Training Material Reviewed	Explained	Demonstrated	Performed	Competent
1. Power Failure				
2. CLETS System Failure				
3. Telephone Line Failure				
4. 9-1-1 Equipment Failure				
5. 9-1-1 System Transfer to Alternate PSAP				
6. 9-1-1 Printer Failure				
7. ANI/ALI Errors				
8. Headset Maintenance and Failure				
9. CAD Failure				
10. Equipment Malfunction Reporting Procedures				
11. Other Equipment Failures				

The above training material was reviewed with me and I acknowledge receipt of the training.

TRAINEE _____ DATE _____

TRAINER(S) _____ DATE _____

_____ DATE _____

EQUIPMENT/SYSTEM FAILURES

(Prompts for Trainers)

Power Failure

- Responsibilities
- Process for obtaining service
- Generator
- UPS - Uniform Power Source

9-1-1 Equipment Failures

- 9-1-1 System Transfer
- ANI/ALI errors
- Alternate PSAP

Other Equipment

- MDT System
- RMS - Record Management System

CALL-TAKING EVALUATION

(Prompts for Trainers)

The training officer will be assigned as an evaluator/observer. The purpose is to assess the trainee's knowledge and skills, as well as to evaluate his/her performance as a member of the Communications' team. The training officer, along with the training Supervisor, will determine the trainee's ability to function as a Public Safety Dispatcher within the agency.

BASIC RADIO OPERATIONS

Training Material Reviewed	Explained	Demonstrated	Performed	Competent
1. Introduction to Radio System				
2. Agency Radio Codes				
3. Proper ID of Field Units				
4. Logical Composition/Sequence of Radio Broadcasts				
a. Vehicle Description - Color, Year, Make, Body Style, License				
b. Suspect Description - Head to Toe, Inside Out				
5. Phonetic Alphabet				
6. Self Control Under Pressure				
7. Accuracy/Confidentiality of Communications				
8. Proper/Professional Terminology				
9. Unclear Transmission				
10. Effective Decisions				
11. Basic Understanding of Deployment				

The above training material was reviewed with me and I acknowledge receipt of the training.

TRAINEE _____ DATE _____

TRAINER(S) _____ DATE _____

_____ DATE _____

BASIC RADIO OPERATIONS CONT.

Training Material Reviewed	Explained	Demonstrated	Performed	Competent
12. Proper Utilization of All Available Channels/Frequencies				
13. Ability to Handle Simultaneous Tasks				
14. Dispatch in a Clear, Concise, and Logical Manner				
15. Accurately Understand and Follow Directions				
16. Alert Tones				
17. Patching Channels/Frequencies				
18. FCC Regulations				
19. Shift/Radio Relief Briefing				
20. Contacting Other Agencies				
21. Basic Radio Problems				
22. Radio System Failure				

The above training material was reviewed with me and I acknowledge receipt of the training.

TRAINEE _____ DATE _____

TRAINER(S) _____ DATE _____

_____ DATE _____

DISPATCH PROCEDURES

Training Material Reviewed	Explained	Demonstrated	Performed	Competent
1. Function and ID of Available Units				
2. Selection/Assignment of Unit(s) to Dispatch				
3. Knowledge of Beat Boundaries				
4. Knowledge of Jurisdictional Boundaries				
5. Determining Number of Units to Assign				
6. Initiating Broadcasts				
7. Relaying All Pertinent/Accurate Information				
8. Maintain Accurate Unit Status				
9. Voice Modulation				
10. Officer Safety Awareness				
11. Comprehension of Radio Traffic				

The above training material was reviewed with me and I acknowledge receipt of the training.

TRAINEE _____ DATE _____

TRAINER(S) _____ DATE _____

_____ DATE _____

DISPATCH PROCEDURES CONT.

Training Material Reviewed	Explained	Demonstrated	Performed	Competent
12. Clearing Unit(s) Procedure				
13. Obtain Pertinent Information From Field Units if Not Provided				
14. Supervisor Notification				
15. Unit Status Checks				
16. Holding Calls				
17. Agency Protocols				

The above training material was reviewed with me and I acknowledge receipt of the training.

TRAINEE _____ DATE _____

TRAINER(S) _____ DATE _____

_____ DATE _____

CAD RADIO COMMANDS

Training Material Reviewed	Explained	Demonstrated	Performed	Competent
1. Officer Initiated Activity				
2. Cross Referencing Incidents				
3. Duplicate Incident Handling				
4. Change of Locations				
5. Out of Service Codes				
6. Unit Transporting				
7. Dispositions Codes				

The above training material was reviewed with me and I acknowledge receipt of the training.

TRAINEE _____ DATE _____

TRAINER(S) _____ DATE _____

_____ DATE _____

CAD INQUIRIES

Training Material Reviewed	Explained	Demonstrated	Performed	Competent
1. Unit Status				
2. Unit Roster				
3. Unit History				
4. Event Activity				
5. Event History				
6. Status Monitor Set-up				
7. Hazard/Premise Information				
8. Location Verification				

The above training material was reviewed with me and I acknowledge receipt of the training.

TRAINEE _____ DATE _____

TRAINER(S) _____ DATE _____

_____ DATE _____

UNIT IDENTIFIERS AND FUNCTIONS

Training Material Reviewed	Explained	Demonstrated	Performed	Competent
1. Air Support				
2. Arson				
3. Beach Patrol				
4. Investigative Units				
5. Bomb Detail				
6. Canines				
7. Chief's Office				
8. Commercial Enforcement				
9. Bike Patrols				
10. Hostage Negotiators				
11. Intelligence				
12. Juvenile Officers				
13. Mounted Patrol				

The above training material was reviewed with me and I acknowledge receipt of the training.

TRAINEE _____ DATE _____

TRAINER(S) _____ DATE _____

_____ DATE _____

UNIT IDENTIFIERS AND FUNCTIONS CONT.

Training Material Reviewed	Explained	Demonstrated	Performed	Competent
14. Internal Affairs/Task Forces				
15. Narcotic Enforcement Teams				
16. Special Detail Units				
17. Parking Enforcement				
18. Parks				
19. Patrol Units				
20. Rangers				
21. Special Weapons & Tactics				
22. Task Forces				
23. Traffic				
24. Vice				
25. Custody Unit				
26. Other Non-Departmental				

The above training material was reviewed with me and I acknowledge receipt of the training.

TRAINEE _____ DATE _____

TRAINER(S) _____ DATE _____

_____ DATE _____

FIELD RESOURCES

Training Material Reviewed	Explained	Demonstrated	Performed	Competent
1. Emergency Medical Response				
2. Ambulance				
3. Fire Department Equipment				
4. Coroner				
5. Investigators				
6. Gas Company				
7. Power Company				
8. Water Company				
9. Telephone Company				
10. Tows				
11. Roadway/Signal Maintenance				
12. Bomb Disposal				
13. Crime Lab				
14. S.W.A.T.				
15. Military				

The above training material was reviewed with me and I acknowledge receipt of the training.

TRAINEE _____ DATE _____

TRAINER(S) _____ DATE _____

_____ DATE _____

FIELD RESOURCES CONT.

Training Material Reviewed	Explained	Demonstrated	Performed	Competent
16. HAZMAT Disposal				
17. Taxi Cabs				
18. Animal Control				
19. Canines				
20. Air Support				
21. Blood Technician				
22. Responsible/Owner File				
23. Boats/Ships				
24. Public Works				

The above training material was reviewed with me and I acknowledge receipt of the training.

TRAINEE _____ DATE _____

TRAINER(S) _____ DATE _____

_____ DATE _____

RESTRICTING CHANNEL USAGE

Training Material Reviewed	Explained	Demonstrated	Performed	Competent
1. Conditions to Initiate				
2. Automatic Channel Restriction				
3. Notifying Other Channels				
4. Permissible Radio Traffic				
5. Multiple Emergencies on Same Channel				

The above training material was reviewed with me and I acknowledge receipt of the training.

TRAINEE _____ DATE _____

TRAINER(S) _____ DATE _____

_____ DATE _____

CRITICAL SITUATIONS

Training Material Reviewed	Explained	Demonstrated	Performed	Competent
1. Basic Response Policy				
2. Major In-Progress Incidents				
3. Officer Needs Help - Urgent				
4. Officer Needs Help - Emergency				
5. System Emergency/Help Button				
6. Vehicle Stop W/Dangerous Subject(s)				
7. Foot Pursuits				
8. Vehicle Pursuits/Failure to Yield				
9. Perimeters				
10. Riots				
11. Occupied Stolen Vehicle				
12. Emergency Disaster Plan				

The above training material was reviewed with me and I acknowledge receipt of the training.

TRAINEE _____ DATE _____

TRAINER(S) _____ DATE _____

_____ DATE _____

CRITICAL SITUATIONS CONT.

Training Material Reviewed	Explained	Demonstrated	Performed	Competent
13. Injury Collision				
14. HAZMAT				
15. Felony Wants/Stops				
16. Other Agency Request for Aid				
17. Hostage\Barricaded Suspect				
18. Bomb Threats				
19. Airplane Crashes				
20. Verified Alarms				

The above training material was reviewed with me and I acknowledge receipt of the training.

TRAINEE _____ DATE _____

TRAINER(S) _____ DATE _____

_____ DATE _____

WANTS AND WARRANTS CONFIRMATION

Training Material Reviewed	Explained	Demonstrated	Performed	Competent
1. Warrant Confirmations				
2. Probation/Parole Checks				
3. Vehicle/Property Hit Confirmations				

The above training material was reviewed with me and I acknowledge receipt of the training.

TRAINEE _____ DATE _____

TRAINER(S) _____ DATE _____

_____ DATE _____

RADIO EVALUATION

A trainer will be assigned as an evaluator/observer. The purpose of this section is to assess the trainee's knowledge and skills, as well as to evaluate his/her performance as a member of the Communications' team. At the end of the section, the trainer, along with the training Supervisor, will determine the trainee's ability to function as a Public Safety Dispatcher.

APPENDIX A

STANDARD PERFORMANCE GUIDELINES

The following is one example of a Standard Performance Guideline that would easily be used for a competent/needs improvement rating value system. Agencies using numerical values may adapt this guideline using the Competent Standard as the acceptable value of the rating scale.

Outstanding standards are easily developed from this example. Trainers must use their agency's standardized guidelines when completing evaluations to ensure consistency.

A. PERFORMANCE

1. WRITTEN SKILLS

COMPETENT

General ability to compile a concise, organized incident mask, call history, daily log entry, or any written communication in a timely fashion:

- Complete statement of facts
- Specific crime elements delineated
- Proper grammar
- Concise, understandable language
- Complete and accurate suspect and/or vehicle information

NEEDS IMPROVEMENT

General inability to accurately organize a concise, understandable incident mask, call history, daily log entry, or any written communication in a timely fashion:

- Omission or misstatement of facts
- Elements of crime missing
- Confusing or misleading narrative
- Spelling errors
- Suspect and/or vehicle information missing or incomplete

2. VERBAL SKILLS

COMPETENT

General ability to accurately relay necessary information verbally to others in a concise, timely and understandable manner:

- Complete statement of facts
- Controlled command of conversation
- Concise, understandable language
- Controlled voice inflection
- Adheres to F.C.C. regulations

NEEDS IMPROVEMENT

General inability to accurately relay necessary information verbally to others in a concise, timely, and understandable manner:

- Incomplete statement of facts
- Poor command of conversation
- Poor voice inflection
- Confusing or misleading language

3. LISTENING SKILLS

COMPETENT

General ability to accurately hear and comprehend information relayed to the trainee via phone, radio, or by voice:

- Comprehends information received
- Rarely misses a radio transmission
- Hears verbal communications within the center
- Rarely has to have information repeated

NEEDS IMPROVEMENT

General inability to accurately hear and comprehend information relayed to the trainee via phone, radio, or by voice:

- Does not comprehend information received
- Misses radio transmissions
- Does not hear verbal communications within the center
- Must have others repeat on a continual basis

4. CALL TYPES AND PRIORITIES

COMPETENT

General ability to accurately memorize and apply appropriate call types and priorities to calls for service:

- Knows the difference between high and low priority calls
- Codes are used correctly
- Radio/telephone traffic is prioritized correctly

NEEDS IMPROVEMENT

General inability to accurately memorize and apply appropriate call types and priorities to calls for service:

- Does not differentiate between high and low priority calls
- Codes used incorrectly
- Radio/Telephone traffic not prioritized correctly

5. CAD SKILLS

COMPETENT

General ability to accurately memorize and utilize the commands as they apply to various inquiries and functions:

- Use Info/Data files efficiently
- Use system inquiries efficiently
- Use help files
- Use dispatch commands accurately and timely

NEEDS IMPROVEMENT

General inability to accurately memorize and utilize the commands as they apply to various inquiries and functions:

- Does not use Info/Data files efficiently
- Does not use system inquiries efficiently
- Does not use help files
- Does not use dispatch commands accurately and timely

6. GEOGRAPHY

COMPETENT

General ability to memorize major landmarks within the city and utilize the various map books efficiently:

- Utilizes map books efficiently
- Uses computerized street listings/directions
- Displays knowledge of beat structure and jurisdictions
- Identifies major landmarks

NEEDS IMPROVEMENT

General inability to memorize major landmarks within the city or utilize the various map books efficiently:

- Does not use map books properly
- Does not use computerized street listing/directions
- Does not understand beat structure and jurisdictions
- Does not identify major landmarks

7. STRESS CONTROL

COMPETENT

Exhibits a controlled attitude and able to maintain order:

- Control of temper and emotions
- Visibly calm/controlled voice
- Contains situation
- Functions well during emergency situations

NEEDS IMPROVEMENT

Outwardly emotional and unable to maintain order:

- Loses temper or control of emotions
- Visibly nervous and agitated
- Loses control of situation
- Functions poorly during emergency situations

8. DECISION MAKING/PROBLEM SOLVING

COMPETENT

General ability to make independent decisions and solve problems reasonably:

- Effectively reasons out problems
- Considers options/alternatives
- Solicits other opinions/views
- Flexibility
- Prioritizes and handles multiple calls/requests
- Makes appropriate decisions

NEEDS IMPROVEMENT

General inability to make independent decisions or solve problems reasonably:

- Uses poor reasoning with problems
- Fails to consider options/alternatives
- Fails to solicit other opinions/views
- Inflexible
- Does not prioritize and handle multiple calls/requests
- Makes inappropriate decisions

9. INITIATIVE

COMPETENT

General ability to do the extras to increase efficiency, job knowledge and job performance:

- Needs minimal supervision
- Tends to do more on their own to increase efficiency
- Utilizes the computer/resources
- Utilizes free time for study/review
- Researches and seeks assistance when necessary

NEEDS IMPROVEMENT

General inability to do the extras to increase efficiency, job knowledge and job performance:

- Needs continual direction/supervision
- Tends to do less than the minimum required
- Failure to use computer/resources
- Idle during free time/wastes time
- Asks for answers instead of researching

10. DATABASE

COMPETENT

Has a good working knowledge of related data base and teletype systems:

- Familiar with and uses basic inquiry/entry formats
- Correctly interprets information
- Responses are completed in a timely manner
- Familiar with agency identifiers

NEEDS IMPROVEMENT

Does not have a good working knowledge of related data base and teletype systems:

- Does not use basic inquiry/entry formats
- Frequently misinterprets information
- Responses are delayed
- Unfamiliar with agency identifiers

11. VERSATILITY/ADAPTABILITY

COMPETENT

General ability to be flexible and adaptable:

- Flexible
- Adapts to changing situations
- Applies acquired knowledge to new situations

NEEDS IMPROVEMENT

General inability to be flexible and adaptable:

- Inflexible
- Does not adapt to changing situations
- Does not apply acquired knowledge to new situations

12. RETENTION OF INFORMATION

COMPETENT

General ability to retain information:

- Recalls recent transmissions/conversations
- Recalls most recent calls for service
- Recalls and applies prior instruction
- Recalls and applies policies and procedures

NEEDS IMPROVEMENT

Inability to recall information:

- Does not recall recent transmissions/conversations
- Does not recognize previous calls for service
- Does not recall or apply prior instruction
- Does not recall or apply policies and procedures

13. OFFICER SAFETY

COMPETENT

General ability to recognize officer safety issues:

- Maintains and appropriately updates unit status and/or location
- Timely broadcast of critical information
- Obtains information regarding weapons, drugs, alcohol
- Obtains complete and accurate locations and descriptions

NEEDS IMPROVEMENT

General inability to recognize officer safety issues:

- Does not maintain correct unit status and/or location
- Does not broadcast critical information in a timely manner
- Fails to ask about weapons, drugs, and alcohol
- Does not obtain complete and accurate locations and descriptions

B. INTERPERSONAL SKILLS

1. COMMUNICATION SKILLS

COMPETENT

Verbal expression consistent and appropriate to the given situation:

- Controlled voice command and inflection
- Expresses thoughts clearly
- Reads and/or relays information received

NEEDS IMPROVEMENT

Verbal expression inconsistent and inappropriate to the given situation:

- Poor voice command and inflection
- Does not express thoughts clearly
- Does not read and/or relay information received

2. ACCEPTANCE OF FEEDBACK

COMPETENT

Able to accept feedback in a constructive manner:

- Utilizes feedback in future efforts
- Accepts feedback without being argumentative, defensive
- Accepts responsibility for acts

NEEDS IMPROVEMENT

Unable to accept feedback in a constructive manner:

- Becomes argumentative and/or defensive
- Rationalizes
- Refuses to make correction
- Hostile

3. BEHAVIOR TOWARD CITIZENS

COMPETENT

Generally establishes competent, courteous interpersonal contacts:

- Friendly
- Empathetic
- Impartial
- Non-discriminatory
- Objective
- Professional
- Patient
- Polite

NEEDS IMPROVEMENT

Unable to establish competent, courteous interpersonal contacts:

- Abrupt
- Belligerent
- Overbearing
- Racist
- Sexist
- Patronizing
- Impatient
- Impolite

4. CONFIDENCE

COMPETENT

Behavior indicates positive self confidence:

- Self-reliant
- Self-motivated
- Self-starter
- Positive interaction with others
- Decisive

NEEDS IMPROVEMENT

Behavior indicates lack of self confidence:

- Timid
- Lack of confidence
- Negative
- Overly aggressive
- Extremely critical of others
- Avoids interaction with others
- Indecisive

5. BEHAVIOR TOWARD CO-WORKERS

COMPETENT

Respects and supports the duties, roles and responsibilities of other department personnel:

- Considerate
- Sincere
- Team player
- Supportive
- Good listener
- Gets along with and is respectful of other departmental personnel

NEEDS IMPROVEMENT

Belittles and does not support the duties, roles and responsibilities of other department personnel:

- Inconsiderate
- Insincere
- Uncooperative
- Sarcastic
- Gossips
- Alienates co-workers
- Does not get along with or is disrespectful of other department personnel

6. BEHAVIOR TOWARD SUPERVISORS

COMPETENT

Respects and supports the duties, roles and responsibilities of supervisors:

- Follows the chain of command
- Respectful of trainers and supervisors
- Does not criticize supervisors or the department
- Gets along well with and is respectful of other department supervisors

NEEDS IMPROVEMENT

Belittles and does not support the duties, roles and responsibilities of supervisors:

- Does not follow the chain of command
- Insubordinate or disrespectful of trainers and supervision
- Subverts or criticizes supervisors or the department
- Does not get along with or is disrespectful of other department supervisors

C. KNOWLEDGE

1. DEPARTMENT/COMMUNICATIONS POLICIES

COMPETENT

Working knowledge of and ability to apply department/division policies and procedures:

- Understands policy/procedures
- Applies policy/procedures
- Knows how to access policy/procedure manuals

NEEDS IMPROVEMENT

Unfamiliar with department/division policies and procedures and how to apply them:

- Does not understand policy/procedures
- Does not apply policy/procedures
- Does not know how to access policy/procedure manuals

2. RESOURCES

COMPETENT

Understands and utilizes available resources efficiently:

- Understands how to utilize resources
- Reviews resources periodically
- Knows what/where information is available

NEEDS IMPROVEMENT

Does not understand and/or utilize available resources:

- Does not understand how to utilize resources
- Relies on others for answers rather than utilizing resources
- Does not know what/where information is available

3. COMMUNICATIONS EQUIPMENT

COMPETENT

Has a working knowledge of the equipment utilized in the communications center:

- Utilizes radio equipment appropriately
- Utilizes telephone equipment properly, including TDD equipment

NEEDS IMPROVEMENT

Does not have a functional knowledge of the equipment utilized in the communications center:

- Does not use radio properly
- Does not use telephone equipment and/or TDD equipment properly

D. JOB READINESS

1. GENERAL APPEARANCE

COMPETENT

Grooming indicates sense of professional pride:

- Clean, appropriate attire
- Adheres to agency grooming standards
- Appropriate personal hygiene

NEEDS IMPROVEMENT

Grooming indicates lack of professional pride:

- Attire is dirty or in disrepair
- Does not adhere to agency grooming standards
- Lack of personal hygiene

2. PUNCTUALITY/DEPENDABILITY

COMPETENT

Generally on time and is responsible for the communications position being held:

- Is punctual for shift/work assignment
- Uses sick time in accordance with agency standards
- Is responsible for work assignment

NEEDS IMPROVEMENT

Is generally late and/or absent from work or is not being responsible for the communications position being held:

- Late for shift/work assignment
- Abuses or exceeds agency standards in use of sick time
- Does not handle responsibility of work assignment

3. MENTAL ALERTNESS

COMPETENT

Generally alert and able to focus on the job responsibilities:

- Well rested
- Alert
- Eager to learn
- Responds appropriately to situations

NEEDS IMPROVEMENT

Generally unable to focus on the job responsibilities:

- Tired
- Preoccupied
- Unable to concentrate
- Does not respond appropriately to situations